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# Personal, Fast, Courteous and Understandable Response to Customer Requests (Inbound)

*Tangible Result Driver – Jay Wunderlich,  
Governmental Affairs Director*

Responding to customers in a courteous, personal and understandable way is important. MoDOT listens and seeks to understand, because it values everyone's opinion. MoDOT's goal is to delight them with its customer service.



## Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)

### *Percent of overall customer satisfaction*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

#### **Purpose of the Measure:**

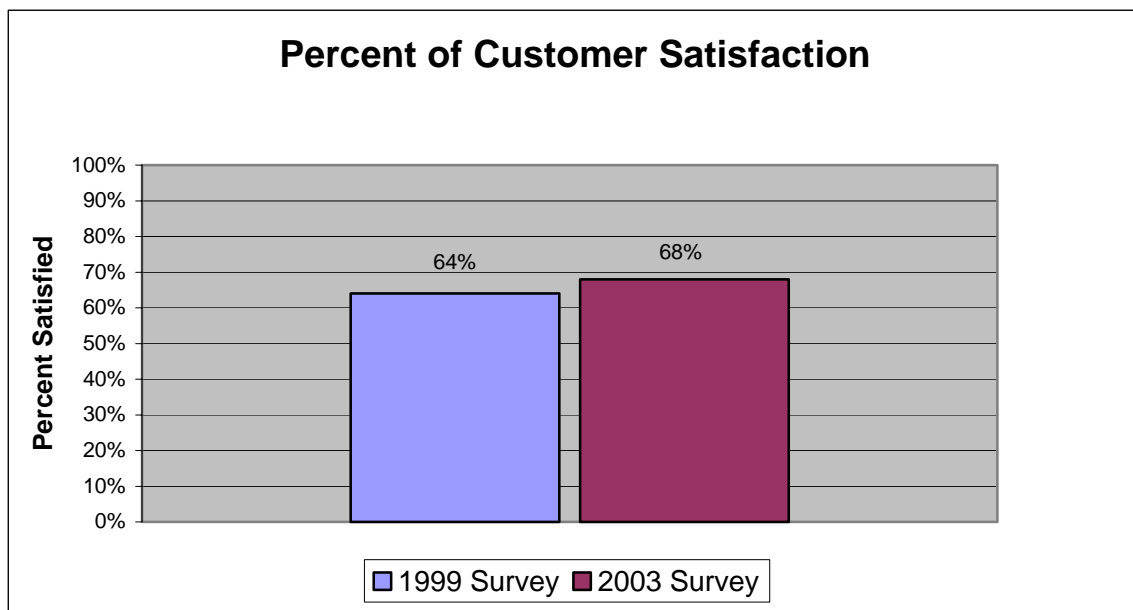
This measure tracks MoDOT's progress toward the mission of delighting its customers.

#### **Measurement and Data Collection:**

Information for this performance measure was collected from Missouri citizens and MoDOT customers in two separate surveying efforts. The department's Customer Survey 2003, conducted spring/summer 2003, will serve as the primary data source (68 percent satisfaction). The baseline is based on data collected by the Constituent Service Quality Survey (64 percent satisfaction), conducted in 1999.

#### **Improvement Status:**

Customer satisfaction has improved from 1999 to 2003. In the latest measure, 68 percent of Missourians are satisfied with the services MoDOT provides.



## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Percent of customers who contacted MoDOT that felt they were responded to quickly*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

**Purpose of the Measure:**

This measure will indicate whether customers are comfortable with MoDOT's speed of response.

**Measurement and Data Collection:**

**Improvement Status:**

**Measure is Under  
Development**

## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

**Purpose of the Measure:**

This measure will track citizens' impressions of MoDOT's basic courtesy when responding to their inquiries.

**Measurement and Data Collection:**

**Improvement Status:**

**Measure is Under Development**

## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Percentage of customers who contacted MoDOT that understood the response given*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

**Purpose of the Measure:**

This measure will track citizens' impressions of the clarity of MoDOT's response to their inquiries.

**Measurement and Data Collection:**

**Improvement Status:**

**Measure is Under  
Development**

## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Number of customer contacts*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** Marisa Brown, NE District Public Information Manager

**Purpose of the Measure:**

This measure will track the number of customers who contact MoDOT.

**Measurement and Data Collection:**

**Improvement Status:**

**Measure is Under  
Development**

## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Number of customer inquiries answered within 24 hours compared to total number of inquiries*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** Marisa Brown, NE District Public Information Manager

**Purpose of the Measure:**

This measure will track how quickly MoDOT responds to customer requests and inquiries. This helps gauge if MoDOT's customer service delights its customers.

**Measurement and Data Collection:**

**Improvement Status:**

**Measure is Under Development**

## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Number of inquiries requiring follow up compared to total number of inquiries*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** Marisa Brown, NE District Public Information Manager

**Purpose of the Measure:**

This measure will track MoDOT's responsiveness and follow up on customers' inquiries.

**Measurement and Data Collection:**

**Improvement Status:**

**Measure is Under  
Development**